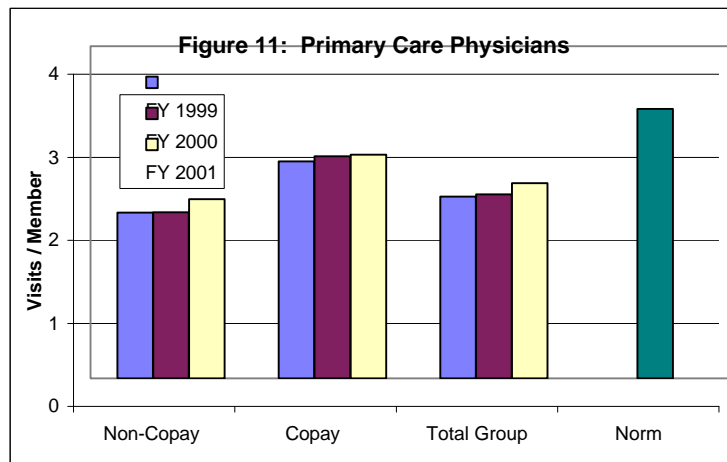


## NC Health Choice Office Setting Utilization October 2000 Through September 2001

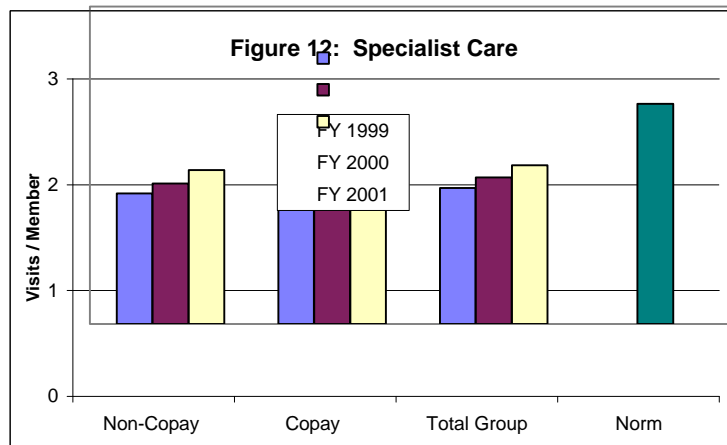


The primary care visit rate for the total group increased slightly to 2.3 visits per 1,000 members (Table 11). The rate was 28 percent below the norm.

The visit rate for the Non-Copay members rose 9 percent while that of the Copay members was relatively stable.

Top diagnoses included health supervision of infant or child (16 percent), acute pharyngitis (8 percent), acute upper respiratory infections (7 percent), and ear infections (7 percent).

The average charge per visit increased to \$63 in FY 2001.



The specialist care visit rate for the total group increased to 1.5 visits per 1,000 members. The rate was 28 percent below the norm.

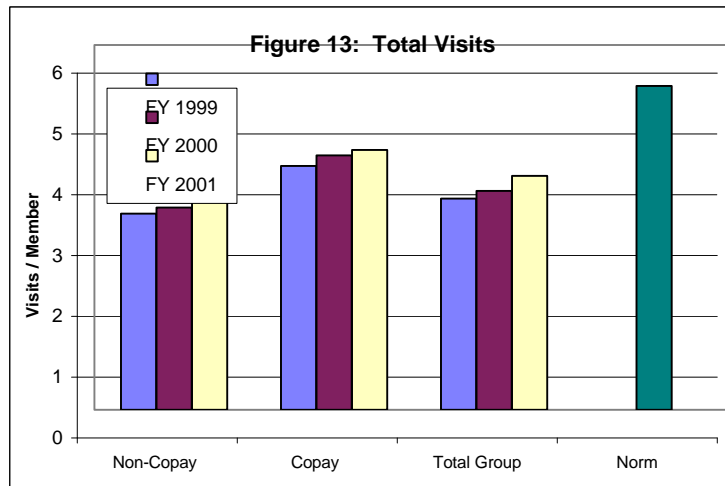
Both segments experienced increases in their visit rates during FY 2001.

Top diagnoses were vision disorders (9 percent) and allergic rhinitis (8 percent).

The most frequently visited specialists were chiropractors (11 percent).

The average charge per specialty visit increased to \$90.

## NC Health Choice Office Setting Utilization October 2000 Through September 2001



The office visit rate for the total group increased 7 percent to 3.8 admissions per member. The rate was 28 percent below the norm.

The visit rate for the Non-Copay members rose 9 percent, and that of the Copay segment increased slightly in FY 2001.

The average charge per office visit in FY 2001 was \$74, an increase of \$4 since FY 2000.

### Mental health outpatient utilization

Utilization of outpatient mental health services increased 14 percent in FY 2001 (Table 12). Although utilization rose for both segments, the increase was more pronounced among Copay members. Utilization was well above the norm.

There was a decline in the visit rate for alcohol abuse; however there was a 45 percent increase in the visit rate for drug abuse. Utilization rates for alcohol abuse treatment were below the norm, but drug abuse utilization rates were well above the norm, particularly for the Non-Copay segment, which had a visit rate roughly three times the norm.